From: tsnodgra@csc.com@inetgw To: microsoft.atr@usdoj.gov

**Date:** 12/13/01 9:55am

Subject: MIcrosoft

Microsoft has profited from its control of the desktop operating system market for the past several years and managed to destroy innovation. There are several steps that could be taken to increase competitiveness to this market arena that have not been mentioned yet.

- 1: At the current time PC makers only offer desktop machines with Microsoft OS's on them and usually only the most recent one. This inables them to get the maximium profit margine per new PC sold. This is commonly called the Microsoft tax by most none Microsoft users. The solution to this would be to require PC manufactures to offer a chose of which OS they wanted on there new PC or let them install the OS from there old PC(provided that PC no longer had that OS on it). This would also require PC maker to offer PC's with no OS on it at all.
- 2: At the current time the government requires all none Microsoft OS's to be certified before they are used on government PC's. This provides Microsoft with a major advantage in the Government sector and excludes other more stable OS's(UNIX, LINUX and BEOS).
- 3: Liability has never been assessed to Microsoft for issues caused by there OS's instability. If it was possible to sue Microsoft for there product quality and require the OS's to be stable Microsoft would find it safer to remove extra applications for there OS that they have dought about.

Thanks
Tommy Snodgrass